

Concur Travel Reservation System

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[Job-Aid Presentation: "Making on-line flight reservations using CONCUR" \(presented by Division of R/W\)](#)

Request a Concur Account

First time users must contact the Division of Accounting's [Travel Policy Section](#) to request a Concur account and temporary password. An individual Concur account is required for the traveling employee, the supervisor approving the trip, and, if applicable, the support staff (travel assistant) making the travel arrangements.

Go to the CalTravelStore website: <http://www.caltravelstore.net/pages/travelstore> and select the Concur login.



Login Instructions

Enter the employee's departmental e-mail address under User Name. An underscore is required between the first and last name (e.g. john_doe@dot.ca.gov). Next, enter the temporary password assigned by the Travel Policy Section. Check "Remember user name on this computer" and click on the Login button.



Complete Your Personal Profile

Select one of the following to customize your user profile.



[Personal Information](#)

Your home address and emergency contact information.



[System Settings](#)

Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?



[Company Information](#)

Your company name and business address or your remote location address.



[Contact Information](#)

How can we contact you about your travel arrangements?



[Credit Card Information](#)

You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.



[Setup Travel Assistants](#)

You can allow other people within your companies to book trips and enter expenses for you.



[E-Receipt Activation](#)

Enable e-receipts to automatically receive electronic receipts from participating vendors.



[Travel Preferences](#)

Carrier, Hotel, Rental Car and other travel-related preferences.



[Travel Vacation Reassignment](#)

Going to be out of the office? Configure your backup travel manager.



[Change Password](#)

Change your password.



[Mobile Registration](#)

Set up PIN to access Concur for mobile on your BlackBerry or Windows Mobile Device

Users must complete their **Personal Profile** before attempting to book a trip. Employees must verify or add the following required information: From the Concur Home Page, click on **Profile**. From the Profile submenu, click on **Personal Information**

- First, Middle, and Last name (as it appears on Driver's License)
- Approving Manager's Name
- Work phone number and address
- Emergency notifications
- TSA Secure Flight Information: Gender and birth date

Optional Information:

Preferences: Air, Hotel and Car Rental Preferences; Frequent Traveler Programs; Favorite Hotels; International Travel information; Travel Assistants/Arrangers; Credit Cards (for Hotels).

Change Password

Users should immediately change the temporary password to a personal password: From the Concur home page, select **Profile** from the menu at the top of the page. From the Profile sub-menu, select **Change Password**.

1. Enter the old (temporary) password and the new password in the designated fields.
2. Verify the new password by reentering it in the **Reenter Password** field.

Enter a word or phrase in the **Password Hint** field to act as a reminder when the password is lost and then click **Save**. After a successful log in, the **Travel Center** page will appear. From the **Travel Center** page, users must complete their personal profile.

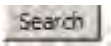
If you cannot remember the password, use the password retrieval link on Concur "Welcome" page OR contact the [Travel Policy Section](#) for a password reset. A password reset can take as long as 24 hours if failed login attempts exceed the maximum allowed.

When finished entering the information, click **Save**. There are several **Save** buttons on the Profile page. Travelers only need to save once, as every **Save** button saves the entire profile.

Create a Travel Reservation

Reminder: Due to airport security, the name on your Concur account must match your driver's license. Contact the Travel Policy Section if your name is incorrect on your Concur account.

To minimize service fees, combine Air, Car, and Hotel (if applicable).

1. Air/Rail: Check Round Trip, One Way, or Multi-Segment; Enter Departure/Arrival City (enter airport code or city); Departure and Return Dates; Specify Morning or Afternoon (default) or choose dropdown for specific times. (+/- 3 = search 3 hours prior and after selected time). Amtrak choices will appear to offer travelers a choice between rail and air.
2. To add Car: Check Pick-up/Drop Off car at airport.
3. To add Hotel: Check "Find a Hotel."
4. Narrow the Hotel Search by entering a nearby address; or enter name of hotel.
5. Search for Refundable fares (uncheck to search Non-Refundable fares); Search by Price or by Schedule.
6. Click on 

Air/Rail | Car | Hotel | Rail | Flight Status

☒ Round Trip ☐ One Way ☐ Multi-Segment

Departure City **LAX**
 LAX - Los Angeles Intl - Los Angeles, CA
[Select nearby airports](#)

Arrival City **SMF**
 SMF - Sacramento International - Sacramento, CA
[Select nearby airports](#)

Departure
 04/17/2012 depart Morning ± 3

Return
 04/18/2012 depart Afternoon ± 3

☒ Pick-up/Drop-off car at airport

☒ Find a Hotel
 Find hotels within 5 miles of
☐ Airport ☐ Address
☐ Company Location ☒ Reference Point / Zip Code
 e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA'
 Sacramento, CA

☒ With names containing: holiday inn

☐ Specify airline ☒ Refundable only air fares

Search flights by: ☐ Price ☒ Schedule

Search

Search Results – **Note: Southwest Airlines** is now included along side of the state contracted air carriers. Compare all airfares to find the most economical flight.

Upon choosing a flight, view the “Fare Rules” to be familiar with restrictions and penalties for changes or cancelation.

Choose to view “All” results to compare flight cost; you may reduce the number of available flight choices by choosing either “Nonstop” or “1 stop”

ALL State of California Fares are refundable, no change fee or penalties apply							
Los Angeles, CA To Sacramento, CA Tue, Apr 17 - Wed, Apr 18						Print / E-mail	
Baggage Fee Policies						Hide matrix	
All 70 results	American	United	Alaska Airlines	Delta	Multiple Carriers	Southwest	Continental
Nonstop 36 results	211.60 4 results	--	385.60 12 results	385.60 4 results	385.60 4 results	385.60 12 results	--
1 stop 34 results	--	222.40 19 results	412.40 5 results	--	396.40 9 results	--	396.40 1 results

Select an outbound flight AND return flight to compare flight costs.

Outbound

Return

- Tue, Apr 17

Displaying: 7 out of 28 results.

	Carrier	Depart	Arrive	Stops	Class	
<input type="radio"/> Quote for Price	American #3075	LAX 11:45am	⇒ SMF 1:10pm	0	Economy	
	1h 25m; Embraer RJ140; (Sabre)					
<input checked="" type="radio"/> Quote for Price	Alaska Airlines #4679	LAX 11:45am	⇒ SMF 1:10pm	0	Flight is sold out or unavailable	
	◆◆ 1h 25m; Embraer RJ140; (Sabre)					
<input type="radio"/> Starting From: \$300.60	American #3044	LAX 4:10pm	⇒ SMF 5:35pm	0	Economy	
	1h 25m; Embraer RJ140; 235 lbs CO ₂ ; (Sabre)					
<input type="radio"/> Starting From: \$823.40	Delta #4500	LAX 4:30pm	⇒ SMF 5:56pm	0	Economy	
	1h 26m; Canadair Jet; 235 lbs CO ₂ ; (Sabre)					
<input type="radio"/> Starting From: \$343.40	United #5521	LAX 5:15pm	⇒ SMF 6:44pm	0	Economy	
	◆◆ 1h 29m; Canadair Jet; 235 lbs CO ₂ ; (Sabre)					








Chosen Carriers	
Outbound	
<input checked="" type="radio"/> Starting From: \$300.60	American #3044 LAX 4:10pm ⇒ SMF 5:35pm 0 Economy 1 hour 25 minutes; Embraer RJ140; 235 lbs CO ₂ ; (Sabre) Remove

Outbound

Return

- Wed, Apr 18

Displaying: 4 out of 27 results.

	Carrier	Depart	Arrive	Stops	Class	
<input type="radio"/> Starting From: \$300.60	 American #3086	SMF 1:40pm	⇒ LAX 3:10pm	0	Economy	
	1h 30m; Embraer RJ140; (Sabre)					
<input type="radio"/> Starting From: \$514.40	 Alaska Airlines #4680	SMF 1:40pm	⇒ LAX 3:10pm	0	Economy	
	◆◆ 1h 30m; Embraer RJ140; (Sabre)					
<input type="radio"/> Starting From: \$500.40	 Delta #4502	SMF 2:30pm	⇒ LAX 3:53pm	0	Economy	
	1h 23m; Canadair Jet; (Sabre)					
<input checked="" type="radio"/> Quote for Price	 Alaska Airlines #6742	SMF 2:30pm	⇒ LAX 3:53pm	0	Flight is sold out or unavailable	
	◆◆ 1h 23m; Canadair Jet; (Sabre)					

Displaying: 4 out of 27 results.

After selecting outbound and return flight, click on “Price these options”

Chosen Carriers

Outbound

Starting From: \$300.60

American #3044
LAX 4:10pm ⇒ SMF 5:35pm 0 Economy

1 hour 25 minutes; Embraer RJ140; 235 lbs CO₂; (Sabre)

Remove

Return

Starting From: \$300.60

American #3086
SMF 1:40pm ⇒ LAX 3:10pm 0 Economy

1 hour 30 minutes; Embraer RJ140; (Sabre)

Remove

Price these options

Compare List

Price	Carrier	Depart	Arrive	Stops	Duration
Starting From: \$389.60	Southwest	LAX	Thu 6:05am ⇒ SMF	Thu 7:25am	0 1h 20m
Fares <input checked="" type="checkbox"/>		SMF	Fri 6:00pm ⇒ LAX	Fri 7:20pm	0 1h 20m
remove ↴	◆◆	R	more like this +	hide fares <input checked="" type="checkbox"/>	
Outbound flight: Los Angeles, CA (LAX) - Sacramento, CA (SMF) May 17					
Southwest #2089	Los Angeles Intl (LAX) Depart: Thursday, 6:05am Stops: 0 Duration: 1h 20m Anytime: Y 235 lbs CO ₂	Sacramento Internation... (SMF) Arrive: Thursday, 7:25am Stops: 0 Duration: 1h 20m Anytime: Y 235 lbs CO ₂			
<input checked="" type="radio"/> Anytime <input type="radio"/> Business Select \$194.80 \$210.80					
Return flight: Sacramento, CA (SMF) - Los Angeles, CA (LAX) May 18					
Southwest #1600	Sacramento Internation... (SMF) Depart: Friday, 6:00pm Stops: 0 Duration: 1h 20m Anytime: Y 235 lbs CO ₂	Los Angeles Intl (LAX) Arrive: Friday, 7:20pm Stops: 0 Duration: 1h 20m Anytime: Y 235 lbs CO ₂			
<input checked="" type="radio"/> Anytime <input type="radio"/> Business Select \$194.80 \$210.80					
Ticket is refundable; (Southwest) Fare Rules					
Frequent Flyer Programs: No Program selected <input type="button" value="Add a Program"/> <div>Reserve <input checked="" type="checkbox"/></div>					
Your company credit card will be used to purchase this trip. <div>hide fares <input checked="" type="checkbox"/></div>					

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Trip Payment Information

Choose a ticket credit

These are ticket credits from previously canceled tickets at Southwest Airlines. You can use these as form of payment for your **Southwest Direct Connect** booking.

 [Add Ticket Credit](#)

Choose a credit card




Company cards are indicated by an asterisk (*).

CalTrans American Express BTA* (...1010)

Select **Reserve**  to Reserve Flight

All 44 results	 United ♦♦	 Alaska Airlines ♦♦	 Amtrak	 American	 US Airways	 Multiple Carriers	 Delta
Nonstop 6 results	300.60 4 results	862.60 2 results
1 stop 33 results	343.40 18 results	514.40 1 results	461.20 5 results	499.40 9 results	..
2 stops 5 results	347.20 1 results	..	116.00 1 results	..	858.00 1 results	637.00 2 results	..

[Show fare display legend](#) 

Compare List							
Price	Carrier	Depart		Arrive		Stops Duration	
\$300.60	 American	LAX	Tue 4:10 pm	⇒	SMF	Tue 5:35 pm	0 1h 25m
Reserve 		SMF	Wed 1:40 pm	⇒	LAX	Wed 3:10 pm	0 1h 30m
remove ↴		R	more like this +		show details 		

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Choose Car

For National to be a direct bill, you must add a Frequent Driver number in your profile of 5872794 by clicking [Add Program](#) at the bottom of the page.
Compact and Intermediate are the preferred car rental vehicle classes. Car reservations for any other vehicle class require the submission of the "Justification for Rental Car Exception" form.










State of California does not reimburse for Navigational systems (GPS) or Ski Racks.

Note: Selection is limited to Enterprise Rent-A-Car for in-state travel or National Rent-A-Car for out-of-state travel. Justification is required for anything other than a compact or Intermediate (\$30 per day).

Picking up the car at: (SMF) on Tue, Apr 17 1:10 PM
Returning on Wed, Apr 18 1:40 PM













 [Print / E-mail](#)

[Hide matrix](#)

All 22 results	 Compact Car	 Intermediate Car	 Standard Car	 Full-size Car	 Premium Car	 Mini Van	 Intermediate SUV	St
	30.00	30.00	33.00	33.00	65.00	50.00	50.00	
	30.00	30.00	33.00	33.00	62.00	50.00	50.00	

Displaying: 22 out of 22 results.

<< Previous 1 2 3 Next >> | [All](#)

Sorted By: Policy - Most Compliant		
Compact Car (Sabre) 		
	 E-Receipt Enabled more info	
\$30.00 per day (Corporate rate) Reserve 	Unlimited miles Automatic transmission Total cost \$48.91*	
Intermediate Car (Sabre) 		
	 E-Receipt Enabled more info	
\$30.00 per day (Corporate rate) Reserve 	Unlimited miles Automatic transmission Total cost \$48.91*	













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Choose Hotel Room





Ensure the room rate does not exceed the maximum rate for the specific location.

Sorted By: Policy - Most Compliant With names containing: holiday inn

[Expand All Details](#)
Displaying: 4 out of 74 results.

1. Holiday Inn Express SACRAMENTO C...	0.41 miles			728 Sixteenth Street Sacramento, CA 95814	★★★★☆	\$94 \$170	 E-Receipt Enabled	more info	compare	choose room
2. Holiday Inn SACRAMENTO-CAPITOL P...	0.68 miles			300 J Street Sacramento, CA 95814	★★★★☆	\$175 \$175	 E-Receipt Enabled	more info	compare	choose room
3. Holiday Inn Express West Sacrame...	2.99 miles			2761 Evergreen Avenue West Sacramento, CA 95691	★★★★☆	\$84 \$150	 E-Receipt Enabled	more info	compare	choose room
4. Holiday Inn Express Sacramento N...	5.23 miles			2224 Auburn Blvd Sacramento, CA 95821	★★★★☆	\$166 \$205	 E-Receipt Enabled	more info	compare	choose room

Reserve Hotel - Hotel must be paid by a personal credit card in User Profile

3. Holiday Inn Express West Sacrame...	2.99 miles			2761 Evergreen Avenue West Sacramento, CA 95691	★★★★☆	\$84 \$150	 E-Receipt Enabled	more info	compare	hide rooms
<input checked="" type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless 1 Queen Bed Nonsmoking Free High Speed Internet Access Is Avail So You Can Work From The Privacy Of The Room With A (Rate Code: OQN133A) (Sabre)								
<input type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless 2 Queen Beds Nonsmoking Surf The Free High Speed Internet Access While You Work At The Desk With An Ergonomic Chair (Rate Code: 2QN133A) (Sabre)								
<input type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless Standard Room When You Arrive At The Hotel We Will Do Our Best To Meet Your Room Bed Type Preferences These Are (Rate Code: STN133A) (Sabre)								
<input type="radio"/>	\$84	State Government Id Req - Breakfast Included And Wire And Wireless 2 Queen Bed Wheelchair Access Nonsmoking Check Your Email With The Free High Speed Internet Access Complete Your Work (Rate Code: 2SN133A) (Sabre)								
Rate details / Cancellation policy										
Use the following Hotel Program: No Program selected										
+ Add a Program										Reserve 


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Park 'N Fly

If the departure location (airport) has a Park 'N Fly, the traveler may choose to book parking online. Check "Not interested at this time" if you do not wish to use Park 'N Fly.

Parking Availability

Need to find a place to park your car on the day of your trip? Look no further. Here are some available parking spots at reasonable rates offered by Park 'N Fly.



Park 'N Fly @ Park One

Self Park Uncovered.

USD 26.31

Book Now

Conveniently located at Century and Sepulveda. Just a few steps from Terminal 1 or catch a free shuttle.

The above rates are based on your dropping off your car on 04/17/2012 at 9:45 AM and picking up your car on 04/18/2012 at 4:10 PM. You may select different times according to your needs.

Change search

Check-in Date: 04/17/2012

Check-in Time: 10:00 AM

Check-out Date: 04/18/2012

Check-out Time: 4:00 PM

Search Again

Not Interested At This Time

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Review Itinerary

Trip from Los Angeles to Sacramento

Apr 17 - Apr 18

Description: (No Description Available)

Trip Record Locator: IBHZWT Created on: 4/17/2012 12:27:39 PM

Passengers:

[Change frequent flyer program](#)

Tuesday Apr 17, 2012

Air

Los Angeles, CA (LAX) to Sacramento, CA (SMF)

Tue Apr 17

American 3075

Duration: 1 hour, 25 minutes Nonstop

Cancel all air

Los Angeles (LAX): 11:45 AM

Sacramento (SMF): 1:10 PM

Terminal: 4

Terminal: CENTRAL TERMINAL B

Confirmation Number: IBHZWT

Status: **Confirmed**

Flight Information

Aircraft: Embraer RJ140

Distance: 373 miles

Emissions: 235.7 lbs CO₂

E-Ticket

Cabin: Economy (L)

Seat: No seat assignment [Select Seat](#)

We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.

Meal: Food for purchase

Add: [Parking](#) [Car](#) [Hotel](#)

Car

Car Rental at Sacramento (SMF)

Tue Apr 17

Enterprise

Change Date

Cancel this car

Picking up: Tue Apr 17 1:10 PM

Returning: Wed Apr 18 1:40 PM

Pick-up at: Sacramento (SMF)

Returning to: Sacramento (SMF)

Confirmation Number: 766121216COUNT-

Status: **Confirmed**

Rate: \$30.00 USD daily rate, unlimited miles; \$30.00 USD extra daily rate, unlimited miles; \$9.90 USD extra hourly rate, unlimited miles

Total rate: \$48.91 USD

Corporate Discount: XXXXXX

Rental Details

Number of Cars: 1

Compact / Car / Automatic transmission / Air conditioning

Add: [Car](#) [Hotel](#)

Hotel

Holiday Inn Express West Sacramento - Capitol Area

2761 Evergreen Avenue West Sacramento, California 95691 916-372-6900

Tue Apr 17

Checking in: Tue Apr 17

Checking out: Wed Apr 18

Change Date

Cancel this hotel

Room 1, Days 1, Guests 1

Status: **Confirmed**

Confirmation Number: 66228328

Rate Code: OQN133A

Daily rate: \$84.00 USD

Total rate: \$84.00 USD

Phone: 916-372-6900

Cancellation Policy

Cancellation Fees may apply

Must Cancel By 6 Pm

Special Instructions: Nonsmoking

Add: [Car](#) [Hotel](#)

Wednesday Apr 18, 2012

Air

✈ Sacramento, CA (SMF) to Los Angeles, CA (LAX)

Wed Apr 18 **American** 3086 *Duration: 1 hour, 30 minutes Nonstop*

✖ Cancel all air

Sacramento (SMF): 1:40 PM
Terminal: CENTRAL TERMINAL B
Confirmation Number: IBHZWT

Los Angeles (LAX): 3:10 PM
Terminal: 4
Status: **Confirmed**

Flight Information

Aircraft: Embraer RJ140
Emissions: 235.7 lbs CO₂
Cabin: Economy (N)
Meal: Food for purchase

Distance: 373 miles
E-Ticket
Seat: 14C(Confirmed) [Change Seat](#)

Add: [Parking](#) [Car](#) [Hotel](#)

Air

[View Fare Rules](#)

Airfare quoted amount: \$259.53 USD

Taxes and fees: \$41.07 USD

Air Total Price: \$300.60 USD

Hotel: \$84.00 USD

Car: \$48.91 USD

Total Estimated Cost: \$433.51 USD

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

Remarks:

PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER
SERVICE SURVEY AT WWW.SURVEYMONKEY.COM/S/7PMMVK2
CALTRAVELSTORE PHONE NUMBER 916 376-3989
OR TOLL FREE AT 877 454-8785

Itinerary created on 04/17/2012 at 12:27 PM

If you close at this point your reservation may be cancelled. Note: any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Next >>](#)

[Cancel](#)

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Trip Booking Information – Cost Coding and Applying Ticket Credits

Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name


This will appear in your calendar

Trip from Los Angeles to Sacramento

Trip Description (optional)

Used to identify the trip purpose

training

Send a copy of the confirmation to: 

Send my email confirmation as

☒ HTML ☐ Plain-text

With my email confirmation...

Include directions and maps to hotels

Unit-4 digit number [Required]

3180

Project-10 digits alpha numeric, no spaces or special characters allowed. [Required]

0000001212

Phase-up to 6 digits alpha numeric. Put an X in this field if phase is not applicable. [Required]

X

Object Code [Required]

In State 008

Reporting-1 to 10 digits alpha numeric no spaces or special characters allowed (Optional).

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip

<< Previous

Next >>

Cancel

Trip Payment Information (Choose a Ticket Credit – Choose a Credit Card)

- Ticket credits may result from a canceled ticket and will appear under your Concur Profile. When booking a flight on the same airline carrier, select “Add Ticket Credit”
- “Choose a Credit Card” for Air, Car, or Rail, choose the American Express Business Travel Account. For Hotels, choose a personal credit card.

Trip Confirmation

To **COMPLETE BOOKING**, please Press the “Confirm Booking” Button after reviewing this page.
To **CANCEL**, Press the Cancel button.

After you complete this booking, it will be reserved, however it will not be ticketed until approved by your company.

Almost done... Please confirm this itinerary.

Display Trip

<< Previous

Confirm Booking>>

Cancel

[Back to Top](#)

Finished!

Thanks for using Concur

Trip Record Locator : IBHZWT

The approval deadline has passed. This itinerary must be fulfilled by 04/16/2012 5:30 PM Pacific. In order to guarantee ticket processing, please contact your travel agency.

It will be automatically cancelled if it is not approved by that time.

The itinerary will not be ticketed until your travel manager has approved the trip.

Your itinerary has been saved. TSI (State of CA RX0F) will service your itinerary.

Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.

Airfare must be ticketed by an agent by: 04/16/2012 5:30 PM Pacific

Your itinerary has been saved.

[Print Itinerary](#)

[E-mail Itinerary](#)

[Return to Travel Center](#)

Change or Cancel Reservations

Travelers may be required to either change or cancel reservations due to changing circumstances. Travelers (or Assistants) must contact the CalTravelStore for any **changes and/or modifications to travel reservations**. Travelers (or Assistants) shall cancel and rebook travel on-line in Concur.

Travel Agents at the CalTravelStore are available from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday and may be reached at (916) 376-3989 or toll-free at 1-877-454-8785. **Employees must not make changes directly with the airlines.**

To cancel a reservation in Concur:

1. Logon to Concur
2. Select "Upcoming Trips"

Concur

TRANSPORTATION

Travel Reporting Administration Profile

Home Arrangers Trip Library Templates Meetings Meeting Admin Policy Profile Tools

You are administering travel for: [Search]

On your smartphone book your travel on the go!

Air/Rail Car Hotel Rail Flight Status

Round Trip One Way Multi-Segment

Departure City [Select nearby airport]

Arrival City [Select nearby airport]

Departure [depart] Morning [3]

Return [depart] Afternoon [3]

Pick-up/Drop-off car at airport

Travel Information

You haven't signed up to receive e-receipts. [Sign up here]

Company Flights Travel Map Upcoming Trips

Trip Name/Description	Locator	Status	Start Date	End Date
dist 12 April 18 Santa Ana		Confirmed	04/18/2012	04/19/2012

Trip Actions

- View Itinerary
- E-mail Itinerary
- View Trip History
- Create Template
- Cancel Entire Trip

3. Select the trip to cancel. View "Trip Actions" and select "Cancel Entire Trip" .
4. Cancellation of a refundable ticket is in conjunction with the "Rules" of the ticket. If your ticket is non-refundable, and it is cancelled in accordance with the airline rules, the ticket will be retained that can be applied to future trips.

Trips Awaiting Approval

Company Notes Travel Map Upcoming Trips Trips Awaiting Approval					
Name	Trip Name	Locator	Booked	Travel Dates	Approve/Reject By
K Kennedy	Trip from Los Angeles to Sacramento	LUWIDY	04/19/2012	04/24/2012 - 04/25/2012	Friday, April 20, 2012 3:30 PM Pacific time

Sample of E-mail Requesting Approval

Approving managers must respond to Concur Travel e-mail ("A" for Approve or "R" for reject.)

Traveler:: Kennedy

Description:TEST

Note: This trip requires action on your part (approval or rejection) before it is finalized or ticketed.

4/20/2012 3:30:00 PM

This trip must be approved by: 4/20/2012 3:30:00 PM Pacific time (4/20/2012 3:30:00 PM Pacific time).

Airfare must be ticketed by an agent by: 4/20/2012 5:30:00 PM Pacific.

If it is rejected, it will be automatically cancelled by that time unless resubmitted.

It will be automatically cancelled if you do not approve it by that time. Please login to Concur Travel and Expense or follow the instructions below to approve or reject this trip.

To approve or reject this trip via e-mail use the reply function in your email program to send it back for approval or rejection (email address is TravelWizardApprovals@concursolutions.com).

To approve the trip, put an [A] in the brackets where indicated below or reply with the word 'Approve' as the first word of your reply.

To reject the trip, put an [R] in the brackets where indicated below or reply with the word 'Reject' as the first word of your reply.

Approve Trip [] (Enter A to Approve)

Reject Trip [] (Enter R to Reject)

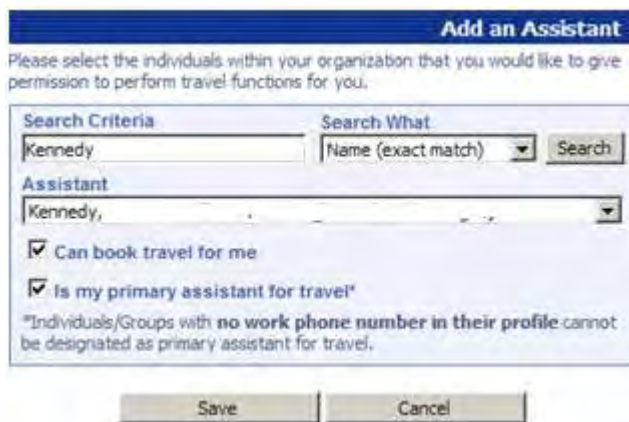
Designate Travel Assistant

Each Concur account allows the traveler to designate one or more travel assistants authorized to make travel arrangements on his or her behalf. When designating a travel assistant, the traveler must designate an individual who has a profile in Concur. Contact the [Travel Policy Section](#) for assistance.

On the **Concur Home** page, select **Profile** on the menu at the top of the page.

On the **Profile** page, select **Assistants**.

Select **"Add an Assistant."** In the **Search Criteria** field, enter the assistant's name or e-mail address. Travel Assistants must have an established Concur account to accomplish this task. Contact the Travel Policy Section for assistance.



The screenshot shows a web-based dialog box titled "Add an Assistant". Below the title is a blue bar with the text "Please select the individuals within your organization that you would like to give permission to perform travel functions for you." The main area contains a "Search Criteria" section with a text input field containing "Kennedy" and a "Search What" dropdown menu set to "Name (exact match)". To the right of the dropdown is a "Search" button. Below this is an "Assistant" section with a dropdown menu showing "Kennedy,". Underneath are two checked checkboxes: "Can book travel for me" and "Is my primary assistant for travel". At the bottom, there is a small note: "Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel." At the very bottom of the dialog are "Save" and "Cancel" buttons.

Select **"Can book travel for me"** and/or **"Is my primary assistant for travel"** Click **"Save"** and the Travel Assistant's name will display on the **"Assistants and Travel Arrangers"** section.

Making Reservations as a Travel Assistant

To make travel arrangements for another employee, the designated travel assistant should login to Concur using his/her personal account. Locate dropdown in the upper right corner of screen ("You are administering travel for"), choose the traveler name, and complete the booking. If the traveler is unable to add you onto their account, contact the [Travel Policy Section](#) for assistance.

Approving Manager is Out of the Office or not available to Approve Trip

Approving Managers can redirect incoming trip approval requests to an acting manager in their absence by logging into their Concur account, select Profile, and then select Travel Vacation Reassignment.

To redirect approval request to an alternate manager, contact the Travel Policy Section at 916-227-9325..

Phone Numbers

Department Policy requires users to utilize the on-line reservation system to purchase and/or cancel travel reservations. To change an itinerary, travelers must contact the CalTravelStore during business hours from Monday – Friday between the hours of 8am-5pm (PST).

The CalTravelStore offers after-hours and weekend service for **emergencies only**. **Note:** After hours, the service fee will rise to \$16 per each type of reservation segment. The Division of Accounting reviews after-hours service fees to ensure an emergency use only.

CalTravelStore – (916) 376-3989 or toll-free 1-877-454-8785.